

WORKFORCE DEVELOPMENT ASSISTANT  
GS-0102-07

## I. INTRODUCTION

This position is located in the U.S. Department of Labor (DOL), Employment and Training Administration (ETA). It is established to provide technical support to program specialists engaged in workforce development in an ETA program area. The position requires a practical understanding of the objectives, policies, procedures, and regulatory requirements pertaining to the work – and the ability to apply skills and knowledge of workforce development; however, the work does not require full professional competence (or equivalent professional-level preparation) in the theories, principles, and concepts of the field.

## II. MAJOR DUTIES AND RESPONSIBILITIES

Performs research, gathers and assembles data, and drafts papers and topic outlines to support workforce development initiatives in assigned area. Develops resource materials (*i.e.*, charts, graphs, spreadsheets) and position papers in support of senior staff. Undertakes special studies, short-term program projects, and research and investigation on matters affecting workforce development programs in assigned area. May also prepare outputs from reports data and key data for required reports.

Provides clerical support for a workforce development unit which requires knowledge of staff assignments, commitments, deadlines, operating policies and priorities of the unit, etc., to coordinate the clerical workload and resolve a wide range of problems.

Applies pertinent technical references, conditions, and precedents. May also program requests.

Responds to routine inquiries from other Federal, State, and local government agencies, the press, Congress, labor and employer organizations, and the public. Responses often involve some research of the issues and/or gathering information from a variety of sources to be able to cite appropriate regulations and policies.

## III. FACTORS

Factor 1 – Knowledge Required by the Position

FL 1-4

550 pts.

Knowledge of an extensive body of workforce development rules, procedures or operations to perform a wide variety of interrelated or nonstandard workforce development work and resolve a wide range of problems.

A practical knowledge of specialized workforce development methods, regulations, and principles to perform limited technical work of a noncontroversial nature.

Skill in conducting recurring types of interviews to develop facts such as circumstances concerning an incident; analysis of readily understood technical subjects or kinds of work; an/or composition of narrative reports, questionnaires, summaries or letters explaining routine technical actions.

#### Factor 2 – Supervisory Controls

FL 2-3

275 pts.

The supervisor defines the overall objectives and priorities of the work and assists the incumbent with unusual situations which do not have clear precedents. The incumbent plans the work, resolves issues with clear precedents, and brings more complex anomalies and issues to the attention of the supervisor or a program specialist. Work products are reviewed for overall appropriateness, apparent technical soundness, and conformance to policies. The methods used in arriving at these products are not usually reviewed in detail. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

#### Factor 3 – Guidelines

FL 3-3

275 pts.

Guidelines include governing legislation, general regulations, DOL and ETA policy and procedures, and work plans, practices, and directives applicable to the area to which assigned. Guidelines contain concepts, examples or precedents that apply in general to the situation/case being resolved. The incumbent uses judgment in selecting, applying, and adapting general guidelines to specific problems, considering situational similarities and differences.

#### Factor 4 – Complexity

FL 4-3

150 pts.

The work consists of evaluations and analyses involving practices and principles of the workforce development area to which assigned. The incumbent identifies the scope or nature of the problem, question, situation, or evaluation; then determines the need for and obtains additional technical information through interviews and/or review of technical materials considering such factors as the similarities of different matters for common treatment, the similarities of situation/case to precedent-setting cases, the applicability of measurement criteria or the purpose and subject matter involved. The work involves identifying and studying factors or conditions and determining their interrelationships.

#### Factor 5 – Scope and Effect

FL 5-3

150 pts.

Various technical actions are taken and problems are resolved according to established workforce development criteria or practices appropriate to the assigned area. The work performed provides essential, specialized technical support to the staff specialists. The work affects the adequacy of

workforce development functions and the quality of service provided to customers, stakeholders and other outside parties.

Factor 6 – Personal Contacts

FL 6-2

25 pts.

Contacts include: employees, supervisors and managers at all levels of ETA and DOL; union representatives; administrative staffs of customer and stakeholder organizations; members of the general public from all walks of life in a moderately structured settings; vendors and contractors; representatives of professional organizations; and school officials.

Factor 7 – Purpose of Contacts

FL 7-2

50 pts.

The incumbent regularly has personal contacts which involve resolving minor problems, obtaining cooperation of others, or reaching mutual agreements (*e.g.*, resolving or clarifying discrepancies or deficiencies in subject-matter content when mutual agreement can be readily obtained)

Factor 8 – Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary, performed in an office or conference room while seated at a desk or table. Some effort may be required to carry books, files, documents, and records for short distances.

Factor 9 – Work Environment

FL 9-1

5 pts.

The work is performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 1485 pts.

IV. UNIQUE POSITION REQUIREMENTS (*For titling purposes the immediate supervisor is to mark the description below if the incumbent has office automation responsibilities*)

\_\_\_ This position requires significant knowledge of office automation systems and a fully qualified typist to perform word processing duties. The incumbent promotes the use of office automation technology and assists other staff within the work unit to use information technology to streamline the accomplishment of work.